

Age Friendly Thunder Bay

Transportation for Older Adults in Thunder Bay



Your guide to transportation for seniors in Thunder Bay

Phone: 807-251-9255

www.agefriendlythunderbay.ca

 [click here](#)

Canadian Red Cross - Thunder Bay (Barton Street)

Branch Transportation

Age: 55+

Brief Description:

- Door to door transportation service
- The Canadian Red Cross provides door to door transportation for the frail, elderly and disabled in the community. The service is for those unable to use public transportation or private means. They provide reliable transportation to and from medical appointments, shopping and rehabilitation programs.
- No wheelchair ramps - clients with wheelchairs must be able to transfer from wheelchair to vehicle seat on their own or with minimal assistance
- Services available between Monday and Friday from 8:30 am to 4:30 pm

Eligibility/Restrictions: Clients must...

- Not be able to access public transportation services
- Not be able to drive themselves
- Not live in a long-term care facility
- Be able to get in and out of the vehicle with minimal assistance

Residency Requirements:

- up to a max. of 100km outside of city limits

Application Process:

- call to register and complete assessment to become a client of Red Cross, rides are dependent on if there is a volunteer available

Fees:

- vary depending on destination

How to Pay for Service:

- The client will receive a monthly bill for services. They can mail in a payment or call to make a payment over the phone.

Accessibility:

- not accessible

Contact:

- Phone: 807-623-3073
- Email: thunderbay@redcross.ca

Hours of Operation:

- Monday to Friday from 8:30 am to 4:30 pm

Driving Miss Daisy

Age: 65+

Brief Description:

- Door to door transportation and accompaniment services including wheelchair accessibility
- If required, staff will enter the client's home and assist with getting ready and locking doors
- Staff will accompany client into clinic or grocery store or other destination
- Upon drop off at home, staff will unlock doors, help with coats and shoes, put away groceries and help the client settle in
- Service is available from 7:00 am to 5:00 pm, and evenings and weekends by special arrangement

Eligibility/Restrictions:

- Provides two senior-friendly vehicles (vans) - one is wheelchair accessible

Residency Requirements:

- Kakabeka Falls
- Murillo
- Neebing
- Thunder Bay

Application Process:

- call to discuss requirements and any special needs

Fees:

- Service

How to Pay for Service:

- Cash, cheque, VISA, MasterCard, E-Transfer and monthly invoicing

Accessibility:

- Walker and folding wheelchair accessible vehicle; the client needs to be able to self-transfer

Contact:

- Email: janice@drivingmissdaisy.net
- Phone: **807-630-0890**
- Website: <https://www.drivingmissdaisy.ca/franchise/janice-mclean/>

Hours of Operation:

- 7 am - 5 pm, evenings and weekends by special arrangement

Driverseat Thunder Bay

Age: N/A

Brief Description:

- Offers personal transportation services that will drive the client's vehicle from one point to another or
- Clients can also book a shuttle service to and from appointments (a Coachman will act as a chauffeur).
- Choose type of service upon booking on App
- Services available from Monday to Friday from 9:00 am to 4:30 pm

Eligibility/Restrictions:

- N/A

Residency Requirements:

- will pick up within the City limits

Application Process:

- Schedule ride online or on App

Fees:

- Designated driving - \$17 per hour
- Shuttle services - hourly and metered rates available
- Airport shuttle - flat rate within the City limits

How to Pay for Service:

- Credit card

Accessibility:

- shuttle services are not accessible

Contact:

- Phone: [807-633-3522](tel:807-633-3522)
- Email: thunderbay@driverseatcanada.com
- Website: <https://driverseatinc.com/contact/>

Hours of Operation:

- Monday to Friday from 9:00 am to 4:30 pm



Thunder Bay Transit

Age: N/A

Brief Description:

- City bus
- Services available approximately every 45-minutes and will operate from 6:00 am to 11:00 pm
- Senior monthly bus pass gives you 12 months for the price of 9 and is only available at Transit Services. It is valid January 1 to December 1 and is available for sale November 1 to March 31.

Eligibility/Restrictions:

- Has a kneeling feature to lessen the step or a ramp for easy access
- Lift + buses have a ramp if unable to board with stairs

Residency Requirements:

- Access to the bus stop

Application Process:

- N/A

Fees:

- \$495 senior annual pass, \$55 for a senior monthly pass, or \$3.00 per ride (Cost effective July 2020)

How to Pay for Service:

- Can pay cash per ride, or purchase pass via debit, credit, cash from the office located at 570 Fort William Rd. or various locations throughout the city
- Senior monthly pass is only available at the Thunder Bay Transit office located at 570 Fort William Rd.

Accessibility:

- courtesy and priority seating available

Contact:

- Phone: [807-625-2230](tel:807-625-2230) or [807-622-2225](tel:807-622-2225)
- E-mail: [click here to send e-mail](#)
- Website: <https://www.thunderbay.ca/en/city-services/transit.aspx>

Hours of Operation:

- Monday to Friday from 8:30 am to 4:30 pm

Lift +

Age: N/A

Brief Description:

- Operates a para-transit service for individuals unable to use the regular transit system due to a disability
- Services are available from 6:00 am to 12:00 am and Sundays from 8:00 am to 11:00 pm.

Eligibility/Restrictions:

- Individuals with a disability who are unable to use conventional Thunder Bay transit services (Dr's note not required)
- You have to apply to use the service. Applications are available online or in-person at Transit Services. Your application must be completed, signed, and returned to Transit Services by mail or in person. You will receive a response by letter within 14 days of receiving your application. If a decision is not made within 14 days, you will receive temporary eligibility.

Residency Requirements:

- N/A

Application Process:

- must complete an application form, rides must be booked in advanced

Fees:

- \$55 for a senior monthly pass or \$2.75 per ride

How to Pay for Service:

- Can pay exact cash per ride, or purchase pass via debit, credit, cash

Accessibility:

- Fully accessible

Contact:

- Phone: [807-345-0777](tel:807-345-0777)
- Website: [Click here to apply for Lift+ Specialized Transit Service](#)

Hours of Operation:

- Weekdays 8:30 am - 12:30 am, Saturdays 9 am - 12:30 am, Sundays 9 am - 11:30 pm

U-Ride

Age: N/A

Brief Description:

- By downloading U-Ride app, a person can book a ride

Eligibility/Restrictions:

- N/A

Residency Requirements:

- Thunder Bay

Application Process:

- Download the app and book directly

Fees:

- Based on the distance of the destination

How to Pay for Service:

- Can pay exact cash per ride, or purchase pass via debit, credit, cash

Accessibility:

- No wheelchair accessible vehicles

Contact:

- Download app (<https://uridetech.com/>)

Hours of Operation:

- 24/7 daily



Diamond Taxi

Age: N/A

Brief Description:

- Taxi service

Fees:

- Based on the distance of the destination and wait time

How to Pay for Service:

- cash, visa, MasterCard, American Express, debit, taxi dollars, Lift+ Specialized transit Taxi Scrip

Accessibility:

- Wheelchair accessible vehicles upon request

Contact:

- phone: [807-622-6001](tel:807-622-6001); Cancellations: [807-622-6235](tel:807-622-6235)
- e-mail: thunderbaytaxi@yahoo.ca
- website: https://www.diamondtaxithunderbay.ca/contact_us

Hours of Operation:

- 24/7

Roach's Yellow Taxi

Age: N/A

Brief Description:

- Taxi service

Fees:

- Based on the distance of the destination and wait time

How to Pay for Service:

- Debit and Credit

Accessibility:

- Wheelchair accessible vehicles upon request

Contact:

- phone: [807-344-8481](tel:807-344-8481) or [807-345-7721](tel:807-345-7721)
- e-mail (for non-urgent questions or comments): info@roachstaxi.com
- website: <http://roachstaxi.com/>

Hours of Operation:

- 24/7

Medical Transportation Program- Fort William First Nation

Age: 60+

Brief Description:

- Delivers medical transportation services and assistance in making medical appointment arrangements
- Provides transportation to medical appointments within the community
- Provides transportation and/or assistance from/to Fort William First Nation to medical appointments (doctor, dentist, optometrist, specialist, physiotherapy) in city of Thunder Bay
- Services are provided by way of a wheel-chair accessible medical van equipped with one infant and one toddler restraint
- Responsible for processing Non-Insured Health Benefits service claims
- Submits medical appointment travel, mileage, meal and accommodation requests on behalf of individual

Eligibility/Restrictions:

Members of Fort William First Nation who:

- Require assistance with Non-insured Health Benefits (NIHB) arrangements and forms and/or medical transportation due to illness, injury or age

Residency Requirements:

- Fort William First Nation and area

Application Process:

- Contact Health Centre reception during regular hours to make arrangements; after hours call **807-472-7701**
- Requires written proof of medical appointment and pre-authorization by Health Centre
- Requires 24 hour advance booking; NO exceptions
- Advance cancellation required

After-hours Taxi Service

- Taxi slips will only be issued to Thunder Bay Regional Health Sciences Centre (TBRHSC) with return trip (one-ways not allowed)
- Individuals accessing this service must provide documentation that they attended the TBRHSC and were seen by the attending physician
- Documentation must be provided within 24 hours

Medical Transportation Program- Fort William First Nation continued...

Accessibility:

- wheelchair accessible

Contact:

- [807-622-8802](tel:807-622-8802)

Hours of Operation:

- Monday - Friday 9 am - 12 pm, 1 pm - 4 pm

Thunder Bay Indigenous Friendship Centre

Age: 55+**Brief Description:**

- Transportation services for medical appointments for residents of the City of Thunder Bay who meet eligibility criteria

Eligibility/Restrictions:

- Must be of Aboriginal descent
- must be frail, vulnerable and at risk
- must have one or more chronic illnesses or disabilities
- has limited access to culturally appropriate services

Residency Requirements:

- City of Thunder Bay resident

Application Process:

- Must be referred by the North West Local Health Integration Network (NWLHIN)

Accessibility:

- Wheelchair accessible

Contact:

- Phone: [807-345-5840](tel:807-345-5840)
- Email: info@tbifc.ca

Hours of Operation:

- Monday - Friday 9 am - 5 pm; closed from 12 pm - 1 pm

Nurse Next Door Senior Transportation Services



Nurse Next Door®
home care services

Age: 65+

Eligibility/Restrictions:

- Individuals who require services in their home

Application Process:

- In-home consultation required

Fees:

- please contact

How to Pay for Service:

- please contact

Accessibility:

- please contact

Contact:

- Phone: **807-346-0055**

Hours of Operation:

- Mon-Sun 24/7

There are private businesses that will transport adults, and those can be found by searching online. For more information please call 2-1-1.



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